2013 FCC MEASURING BROADBAND AMERICA PROGRAM

FIXED TESTING AND MEASUREMENT

STAKEHOLDERS CODE OF CONDUCT

September 11, 2013

WHEREAS the Federal Communications Commission of the United States of America (FCC) is conducting a Broadband Testing and Measurement Program, with support from its contractor SamKnows, the purpose of which is to establish a technical platform for the 2013 Measuring Broadband America Program Fixed Broadband Testing and Measurement and further to use that platform to collect data;

WE, THE UNDERSIGNED, as participants and stakeholders in that Fixed Broadband Testing and Measurement, do hereby agree to be bound by and conduct ourselves in accordance with the following principles and shall:

1. At all times act in good faith;

2. Not act, nor fail to act, if the intended consequence of such act or omission is to enhance, degrade, or tamper with the results of any test for any individual panelist or broadband provider, except that:

    2.1. It shall not be a violation of this principle for broadband providers to:

        2.1.1. Operate and manage their business, including modifying or improving services delivered to any class of subscribers that may or may not include panelists among them, provided that such actions are consistent with normal business practices, and

        2.1.2. Address service issues for individual panelists at the request of the panelist or based on information not derived from the trial;

    2.2. It shall not be a violation of this principle for academic and research purposes to simulate or observe tests and components of the testing architecture, provided that no impact to FCC data occurs; and

3. Not publish any data generated by the tests, nor make any public statement based on such data, until such time as the FCC releases data or makes a public statement regarding any results of the tests, or except where expressly permitted by the FCC; and

4. Ensure that their employees, agents, and representatives, as appropriate, act in accordance with this Code of Conduct.

Signatories: